

Enterprise Information Services
Duty Statement

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| Section: | Application Maintenance and Support (AMS) |
| Unit: | Parole Automation and Biometric Identification Systems |
| Position Number: | 065-620-1312-045 |
| Classification: | Staff Information Systems Analyst (Specialist) |
| Date: | March 2015 |

Supervision: Under the general supervision of the Data Processing Manager II, the Staff Information Systems Analyst (Specialist) (Staff ISA Spec.) is responsible for supporting, reviewing and acting as a specialist for related analytic needs affecting the Division of Adult Parole Operations (DAPO) customers who use the CalParole and the Parole Law Enforcement Automated Data System (Parole LEADS) systems. Working both independently and cooperatively with others, the Staff ISA (Spec.) has the authority to carry out assignments using considerable judgment to achieve objectives while adhering to established time frames and performance standards. The Staff ISA (Spec.) is responsible to recommend application development methodology innovations that would help provided better services to customers.

Knowledge: This is a journey level position. The Staff ISA (Spec.) must be familiar with data processing concepts, practices, methods and principles, particularly the phases of the System Development Life Cycle as implemented within the Enterprise Information Services (EIS). The Staff ISA (Spec.) applies this knowledge to Information Technology (IT) projects and imparts this knowledge to other co-workers. The incumbent is expected to understand the organization's priorities and to take into account the larger business perspective in proposing and designing IT solutions. The incumbent provides technical support in the development, implementation and maintenance of mission critical, long-term IT application systems. The Staff ISA (Spec.) provides a major role in system maintenance, product quality, and data integrity issues.

This position requires skills in analysis, planning, project management, documentation, system performance and resource utilization information gathering and analysis, vendor interaction and problem reporting and resolution.

The incumbent has the knowledge and skills to provide customer support, analyze data and situations, reason logically and creatively, identify application problems, draw valid conclusions, develop effective solutions, write technical documentation, and assist in the implementation of application enhancements. To be successful, the Staff ISA (Spec.) prioritizes work, resolves issues, performs project tasks, estimates resources and time needed to complete work, and completes the work in an effective, accurate, and timely manner.

The incumbent, at this level, communicates effectively orally and in written form with peers in the CDCR as well as with external customers and vendors. The incumbent writes project status reports and detailed program specifications, documents procedures, creates project plans, and produces project and budget documentation. The incumbent also conducts training sessions for users, gives verbal presentations to customers and briefings to EIS management.

Guidelines: The Staff ISA (Spec.) is responsible for following established procedures, system policies, operations and reference materials for the services provided. These include, but are not limited to: State Administrative Manual, Department Operations Manual, IT Strategic Plan (CalTIPS), and various instructional and user manuals for the hardware, software, and tools used and supported by AMS.

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Complexity: The breadth of the Staff ISA (Spec.) position includes analyzing, developing, and supporting the enterprise-wide CalParole and Parole LEADS applications. The support the Staff ISA (Spec.) provides will include, but is not limited to DAPO staff, county, state and federal agencies.

Scope and Effect: The Staff ISA (Spec.) is responsible for providing services that affect a significant number of CDCR business areas. The system under the Staff ISA (Spec.)'s responsibility is deployed throughout the state, providing data essential to business functions, which impact staff and public safety. When considering service enhancements or additions, the Staff ISA (Spec.) assists in identifying impacts, appropriate methodology and steps to proceed, and alternatives for the CDCR customers.

Personal Contact: The Staff ISA (Spec.) is able to establish and maintain cooperative relationships with management, IT personnel, representatives from other state agencies, vendors, contractors, and all customer levels. The Staff ISA (Spec.) maintains a customer-friendly and professional attitude during contacts.

Purpose of Contacts: The Staff ISA (Spec.) is familiar with associated customer business program areas, practices, and IT service requirements. The Staff ISA (Spec.) possesses the ability to provide factual information, considers and values differing viewpoints, goals, or objectives, and provides creative and useful solutions. The Staff ISA (Spec.) acts as liaison between the CDCR customer and IT.

Specific responsibilities include the following:

| 50% | CalParole and LEADS Systems |
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| | <ul style="list-style-type: none">• Translate business requirements to technical requirements as requested by Division of Adult Parole (DAPO).• Resolve user issues and address requests for expanded unit access to caseloads that are submitted via Remedy Help tickets.• Fulfill advisory role as transition team member for analyzing data migration for upcoming Strategic Offender Management Systems (SOMS) integration of CalParole.• Evaluate and analyze application enhancements in response to legislative mandates and business requirements.• Develop impact assessments of proposed program, executive, and legislative changes.• Resolve user issues and address requests for expanded unit access to caseloads that are submitted via Remedy Help tickets.• Conduct User Acceptance Testing for all enhancements and coordinate closing/consolidation of existing parole units within the application.• Create and edit technical documentation for the complex components of the Parole LEADS system changes in order to provide an accurate basis of information for future support needs.• Devise, maintain and execute scenarios, data, and scripts for various phases of testing, for the CalParole system using business rules and in coordination with technical and operational staff. |

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| 40 % | Omnixx <ul style="list-style-type: none">• Work with lead and other team members to ensure the availability and integrity of the Omnixx system.• Resolve complex and critical problems with and maintain the availability of the Omnixx system to enable the customers to work without disruption.• Work cooperatively with impacted users and system vendor to resolve application issues. |
| 5% | Documentation and Reporting <ul style="list-style-type: none">• Provide status reports and workload data to management as requested.• Run monthly and ad-hoc reports• Review plans, designs, and system specifications developed by other project teams to provide technical expertise and to identify necessary interfaces with assigned systems. |
| 5% | Other General Responsibilities <ul style="list-style-type: none">• Adhere to the application development standards, procedures and processes to provide quality services to the customers.• Work with lead and other team members to ensure application development Best Practices facilitates the provision of quality services to customers.• As necessary, participate in the design of the programmatic solutions.• Participate in formal and informal training programs to strengthen analytical and job skills, and knowledge of methodologies, techniques, tools, and packages.• Be thoroughly familiar with the available tools, methods and procedures to complete assignments.• Understand and educate others in CDCR's Project Initiation process.• Participate in Division meetings and other activities as required.• Participate in team meetings and other team activities as required.• Mentor junior staff in technical skills and methodologies.• Research, investigate and keep current on trends in Information Technology. |

Employee: _____ Date: _____

Immediate Supervisor: _____ Date: _____